



## SENIOR & LONG TERM CARE DIVISION COMMUNITY SERVICES BUREAU

### COMMUNITY FIRST CHOICE Policy Manual

#### Section: SERVICE REQUIREMENTS

#### Subject: Shopping, Community Integration and Mileage

Reference: 37.40.1002, 37.40.1111

### PURPOSE

This policy outlines the circumstances when an attendant can provide escort for shopping and community integration and when the provider agency may provide mileage reimbursement to the attendant. It also provides direction on how these services may be combined with waiver to support extended trips into the community.

### SHOPPING

1. Shopping is limited to items essential to the member's health care and nutritional needs (groceries and pharmaceuticals). Shopping should be done at an in-town (i.e., local) grocery store or pharmacy or in conjunction with medical escort or community integration (CFC-only).
2. Shopping should be done with the member present unless the member's health condition prevents him/her from traveling and/or shopping safely. Personal care attendants (PCA) may not shop for the entire household or for items not associated with the member's specific health care or nutrition (i.e., stop by bank, post office, video store etc.).

NOTE: Shopping should be provided only when a family member or other informal caregiver is unavailable.

3. Mountain Pacific Quality Health (MPQH) will authorize shopping on the member's Service Profile by indicating an "A" for authorization of the task "shopping".
  - a. If a member does not have shopping authorized on their Service Profile, they cannot receive the service unless the provider agency approves a temporary authorization based on a member's change in condition or circumstance.

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4. ➤The attendant's time for shopping must be tracked on the Service Delivery Record (SDR). Total time must represent the time it took to complete the entire trip (i.e. from the time the member left the house, spent at the grocery store, and returned home).
5. ➤The specific destination must be documented on the SDR or mileage form. The destination must include where the shopping occurred and provide the store name and location (i.e., address and town).
6. If a member lives in a community where there isn't a local grocery store, or the store does not provide affordable options, the member may travel outside the community for shopping. The member's Service Plan (SLTC-170) should document appropriate use of shopping and take into consideration the needs of the member, the nearest grocery store and the total time the member has authorized for instrumental activities of daily living. A member may have to limit the frequency of shopping trips; depending on the location of the store and the member's other IADL needs and total time authorized for IADL.
7. ➤A member may use shopping in conjunction with CFC community integration. In these circumstances the provider agency should document the location of both the shopping and community integration activities. The provider agency may track the time for shopping and community integration as one trip on the SDR.
  - a. ➤For example: A member leaves the house for shopping at a grocery store, leaves the grocery store and goes to the library, and then goes back home.
    - i. On the CFC/PAS SDR: Total time on the SDR should include the total amount of time from when the member left the home to the time the member returned home after completing both activities. The location of the grocery store and the library must also be documented.
8. ➤A member may use shopping in conjunction with waiver extended personal assistance services to complete two separate activities in one trip. In these circumstances the CFC/PAS shopping must be used prior to the use of waiver personal assistance service. The waiver service should be used as an extension of the State Plan CFC/PAS. The provider

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agency should ensure that the use of waiver services falls within the parameters as authorized by the waiver case manager. The provider agency must document the time for waiver personal assistance service separate from CFC/PAS.

- a. ➤For example: A member leaves the house for shopping at a grocery store, leaves the grocery store and goes to the mall to shop for clothes, and then returns home.
    - i. In this case the provider agency must document the following:
      1. On the CFC/PAS SDR: Total time must capture when the member leaves their home for the grocery store until the time the member leaves the grocery store for the mall. Specific location of the grocery store must be provided.
      2. On the waiver SDR: Total time must capture the time when the member leaves the grocery store to the time the member returns home from the mall.
9. ➤A provider cannot bill hours to CFC/PAS and waiver for one single activity.
- a. For example: A member lives in a remote community and travels two hours to go shopping in a larger community. The only activity that the member completes in the larger community is shopping for essential items at the grocery store.
    - i. In this case the only activity that was completed was shopping at the grocery store. The provider agency must bill the entire trip to the CFC/PAS program. The provider agency cannot split the hours the member spent shopping between CFC/PAS and waiver.

## COMMUNITY INTEGRATION

1. Community Integration is designed to encourage and facilitate member integration into the local community. The service is authorized when a member is isolated or unable to participate in community activities without hands-on assistance.

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2. Community integration activities must be in the community and cannot occur in the member's home. Community integration includes attendant time taking the member to and from the community activity; however, it cannot be used as transportation only. The member must have a need for the PCA during the activity in order to receive transportation for community integration.
3. ➤The Plan Facilitator should discuss the member's goals, as they related to community integration, and include them on the Person Centered Plan (PCP) form (SLTC-200).
4. ➤The member's preferences for the kinds of activities they would like to receive through community integration should correlate to the goals identified on the PCP form, be identified on the member's Service Plan (SLTC-170), and discussed during the annual visit.
  - a. ➤Mid-year changes in member preference for community integration should be documented in the CFC/PAS provider member chart notes and discussed at the subsequent recertification visit.
5. MPQH will authorize community integration on the member's Service Profile by indicating an "A" for authorization of the task "community integration".
  - a. If a member does not have community integration authorized on their MPQH Service Profile they cannot receive the service. A provider agency cannot implement community integration on a temporary authorization.
6. ➤The attendant's time for community integration must be tracked on the Service Delivery Record (SDR). Total time must represent the time it took to complete the entire trip (i.e. from the time the member left the house, spent at the activity, and returned home).
7. ➤The specific destination must be documented on the SDR or mileage form. The destination must include where the community integration activity occurred and include the building name and location (i.e., address and town).
8. A member may use shopping in conjunction with CFC community integration. Refer to "Shopping" item 7 for more details.

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9. A member may use community integration in conjunction with waiver extended personal assistance services when the member is extending a trip in the same town (or within the same town) to participate in two separate activities. In this circumstance CFC/PAS community integration should be used for the first activity prior to the use of waiver personal assistance service. The waiver service should be used as an extension of the State Plan CFC/PAS to add an additional activity or event to the trip. In this circumstance CFC/PAS provides the attendant time for the first activity and waiver provides the attendant time for the other activity.
  - a. For example, if a member lives out of town and wants to travel to town to visit the library and then go shopping at the mall, the member may use CFC/PAS services to travel to library and use waiver extended personal assistance to go shopping at the mall.
    - i. ➤ In this case the provider agency must document the following:
      1. On the CFC/PAS SDR: Total time must capture when the member leaves their home for the library until the time the member leaves the library for the mall. Specific location of the library must be documented.
      2. On the waiver SDR: Total time must capture the time when the member leaves the library to the time the member returns home from the mall.
10. A provider agency cannot bill hours to CFC/PAS and waiver for one single activity (see “Shopping” number 9).

## **SHOPPING AND COMMUNITY INTEGRATION MILEAGE**

1. Mileage reimbursement is available when an attendant uses their car to take a member on an authorized CFC/PAS trip to complete a shopping or community integration activity.
2. ➤ Mileage may only be billed when the time for the entire trip can be claimed on the member’s SDR for shopping and

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community integration.

a. Trip that is Eligible for Mileage Reimbursement:

➤For Example: A member and his attendant travel to the library and spend a total of three hours. Three hours of attendant time is on the member's SDR and is billed to Medicaid. This trip is eligible to be reimbursed for mileage if the PCA transports the member in his/her car.

b. Trip that is NOT Eligible for Mileage Reimbursement:

For Example: A member and his attendant travel out of town to a wedding and stay overnight. Only three hours of attendant time for the trip is claimed on the member's SDR and is billed to Medicaid. This trip is NOT eligible to be reimbursed for mileage because the entire trip was not claimed on the SDR as a CFC/PAS service.

3. Mileage must be tracked on an escort/mileage form. Tracking must include odometer readings at the beginning and end of the trip (last three digits of the odometer are acceptable) and the specific destination of the shopping and community integration trip, including the name of the store or building and location (i.e.address and town).

➤NOTE: Mileage is recoverable when an exact address for the trip cannot be determined. For example, if a mileage form indicates that a trip was made to Safeway in Billings and there are two Safeway stores in Billings the mileage form has not provided enough information to confirm the exact address.

4. ➤When waiver extended personal assistance service time is used in conjunction with CFC/PAS shopping and community integration, the CFC/PAS program cannot be billed for miles used in conjunction with the trip.

a. A provider agency cannot bill the miles for the CFC/PAS activity portion of the trip to CFC/PAS and the miles for the waiver activity portion of the trip to waiver.